

Police Communications Officer

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses entry level communications positions, the primary duties of which involve operating the police radio system and related emergency communication equipment for an assigned shift. Police Communications Officers have the responsibility of maintaining the location of officers on duty, dispatching units in accordance with established policies and procedures, and relaying information or answering questions from field units. Incumbents of this class receive and record complaints and maintain records on communications division activity. Employees of this class report to and have work reviewed by a Police Captain or designated supervisor as designated by the Police Chief.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Answers emergency telephones for the police department, taking appropriate action as designated by department policy. Responds to complaints over the telephone or from other sources, taking as much information as possible from the caller such as name, address, nature of problem, and any other information required by departmental procedures. Records all complaints and related information into computer system to maintain records of dispatching activity. Receives calls from the 911 dispatch center.

Determines units to be dispatched by using computer indexes and dispatches units following departmental procedures. Tracks the location and status of emergency or patrol units at all times. Operates control board to call designated officers when necessary. Takes requests for assistance from units and provides for requested assistance following departmental procedures. Relays information or answers questions from field units or refers questions to appropriate supervisor. Keeps track of time and mileage on patrol units transporting prisoners, suspects, or private citizens. Performs any tasks which are required to comply with FCC regulations.

Operates teletype keyboard and computer keyboard and uses designated codes to send or receive messages concerning drivers licenses, runaways, criminal records, or related matters from NCIC or other law enforcement agencies. Notifies special units of agencies designated by departmental procedures in special or emergency situations. Operates office paging or intercom system to relay messages and information to police department personnel.

Personally completes forms and records required. Compiles and analyzes data needed for reports. Types records or reports concerning division operations and maintains such in computer files. Verifies that necessary information such as lists of officers names, work locations, and related information needed to correctly dispatch calls is available to communications personnel per shift.

Participates in training provided by the police department on communications and related areas. Personally provides on-the-job instruction in operation of communications equipment and related areas as directed.

Inspects communication equipment, property, or operating systems. Provides for the repair of any malfunctioning communications equipment, and assesses that repairs were properly accomplished.

Performs any related duties as assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must have a high school diploma or a valid certificate of equivalency issued by a state department of education.

Must not be less than eighteen (18) years of age.